

## Introduction to Case Studies

Thank you for visiting the Indiana Care Select Program's website!

The following section contains three case studies developed by the two Care Management Organizations (CMOs) contracted to administer the Care Select Program, Advantage Health Solutions, Inc. and MDwise, Inc. These case studies are fictional examples developed by the CMOs prior to the implementation of the program and are meant to give the community and our members a general idea of the types of approaches that our CMOs might offer to their members. ***Please note that the actual methods used by the CMOs may vary on a case-by-case basis.***

Each case study is formatted in a question and answer format to which the following questions are answered:

- What is the member's current health status?
- What challenges does the member face in terms of obtaining appropriate care?
- How can the Care Select program assist with overcoming these challenges?
- What types of additional services can the member receive through this program?

In order to view each case, please click on the appropriate link below.

### Examples

- [Scott](#): 29 year-old male with mental health disorder and substance abuse
- [Jerome](#): 19 year-old male with Down Syndrome
- [Betty](#): 59 year-old female with multiple chronic health conditions

If you have any additional questions or comments regarding these case studies, please contact the Indiana Care Select Program by emailing us at [careselect@fssa.in.gov](mailto:careselect@fssa.in.gov).



## **Scott's Case**

**Question:** What is the member's current health status?

**Answer:** Scott is a 29 year-old male with a history of chronic schizophrenia and substance abuse. He was recently evicted from a boarding house due to increasingly disturbing behavior involving hallucinations and paranoia.

**Question:** What challenges does the member face in terms of obtaining appropriate care?

**Answer:** Scott's challenges may include the following:

- Poor mental functioning in which limit his ability to perform daily activities
- Limited understanding of his mental health conditions
- Increased social needs due to lower level functioning
- Poor communication skills in terms of informing his providers of his specific needs
- Lack of inclusion of his family in terms of being able to assist him with his care
- Difficulties with overcoming his chronic substance abuse

**Question:** How can the Care Select program assist with overcoming these challenges?

**Answer:** This program can address them by providing Scott with assistance in the following areas:

- Helping him to work with his providers
- Identifying his and his family's areas of concerns related to his care
- Teaching him new behavioral and coping skills
- Engaging him in chemical dependence recovery
- Introducing him to structured family therapy
- Assisting him in maximizing his level of functioning
- Identifying all available services, assistance, and support in his area
- Integrating his sources of treatment such as partial hospitalization, intensive outpatient, individual and family counseling, and medication management and monitoring
- Locating appropriate housing
- Assigning a community-based care manager to better assist him with his care

**Question:** What types of additional services can the member receive through this program?

**Answer:** Scott's care plan can incorporate a wide variety of needed services to include the following:

- Receiving educational and information resources so that he will gain a better understanding of his diagnosis of schizophrenia
- Coordination of care among his mental health providers at a Community Mental Health Center
- Monitoring his treatment progress through frequent contact with his care manager and his mental health providers
- Providing assistance with transportation, family interaction and support, vocational assessment and planning, and general long term planning

## **Jerome's Case**

**Question:** What is the member's current health status?

**Answer:** Jerome is a 19 year-old male with Down Syndrome, upper respiratory symptoms, dental problems, and general poor health. He has had deficient medical supervision over the past few years. His only identified support is a mother who has recently been homebound due to the level of assistance and guidance she must give him.

**Question:** What challenges does the member face in terms of obtaining appropriate care?

**Answer:** Jerome's challenges may include the following:

- Poor mental and physical functioning in terms of his ability to perform daily activities
- Limited understanding of his mental and physical health conditions
- Increased social needs due to lower level functioning
- Poor communication skills in terms of informing his providers of his specific needs
- Lack of continuous medical treatment of his conditions
- Lack of inclusion of his family in terms of being able to assist him with his care

**Question:** How can the Care Select program assist with overcoming these challenges?

**Answer:** This program can address them by providing Jerome with assistance in the following areas:

- Identifying his behavioral health, functional, and social needs
- Helping him to work with his providers
- Identifying his and his family's areas of concerns related to his care
- Determining whether any community based resources are already available
- Determining the best ways to approach the medical issues and move forward with treatment
- Finding the right long-term primary care provider, thereby establishing his medical home
- Maximizing community resource utilization and to identify personal/family/community strengths

**Question:** What types of additional services can the member receive through this program?

**Answer:** Jerome's care plan can incorporate a wide variety of needed services to include the following:

- Disease management for his upper respiratory symptoms and dental problems
- Receiving educational and information resources so that he will gain a better understanding of his multiple mental and physical health problems
- Coordination of care among his providers such as a psychologist, pulmonologist, and dentist
- Monitoring his treatment progress through frequent contact with his care manager and the above providers
- Providing assistance with transportation, family interaction and support, vocational assessment and planning, and general long term planning

## Betty's Case

**Question:** What is the member's current health status?

**Answer:** Betty is a 59 year-old female with chronic obstructive pulmonary disease, polymyalgia, hypertension, polymyalgia rheumatica, incontinence, depression, and an issue with poly-pharmacy use. She also depends heavily on her daughter and son-in-law for family support and housing.

**Question:** What challenges does the member face in terms of obtaining appropriate care?

**Answer:** Betty's challenges may include the following:

- Poor mental and physical functioning in terms of her ability to perform daily activities
- Limited understanding of her mental and physical health conditions
- Increased social needs due to lower level functioning
- Poor communication skills in terms of informing her providers of her specific needs
- Lack of inclusion of her family in terms of being able to assist her with her care
- Overdependence on family members due to her lower level functioning

**Question:** How can the Care Select program assist with overcoming these challenges?

**Answer:** This program can address them by providing Betty with assistance in the following areas:

- Identifying behavioral health needs, functional needs, and social needs of the member
- Helping her work with her providers
- Prioritizing and stabilizing all of member's problems through identifying a primary medical provider.
- Functional status and risk assessment related to frailty and fall risk.
- Medication use and adherence evaluation.
- Evaluation by primary medical provider for heart status, depression, alcohol and drug abuse, etc.
- Planning a combination of medicinal therapy and behavioral therapy.

**Question:** What types of additional services can the member receive through this program?

**Answer:** Betty's care plan can incorporate a wide variety of needed services to include the following:

- Disease management for her COPD, hypertension, and other physical health problems
- Receiving educational and information resources so that she will gain a better understanding of her multiple physical health problems such as COPD and hypertension
- Coordination of care among her providers such as a pulmonologist, cardiologist, rheumatologist, and psychologist
- Monitoring her treatment progress through frequent contact with her care manager and the above providers
- Providing assistance with transportation, family interaction and support, vocational assessment and planning, and general long term planning